

## **USPS Report on PRC Rate and Service Inquiries for January 2015**

The Postal Regulatory Commission referred 87 inquiries to the Postal Service in January, 2015. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (80) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (7) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (0) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **ON GUARD**

#### **CUSTOMERS WARNED ABOUT EMAIL SCAMMERS USING USPS NAME**

Postal Service customers take note — [usps.com](http://usps.com) recently posted a warning about email scammers using the Postal Service's name to access valuable personal information.

Customers being targeted receive bogus emails with subject lines containing the text: "USPS Delivery Failure Notification." The emails claim to be from the Postal Service and contain fraudulent information about an attempted or intercepted package delivery. The emails instruct customers to click on a link to find out when they can expect delivery.

Clicking on the link activates a virus, which can steal personal information — such as user names, passwords or financial account information — stored on the computer.

Customers should simply delete the message and take no further action unless they choose to report the email as spam by contacting [abuse@usps.gov](mailto:abuse@usps.gov).

The email scam is similar to a telemarketing scam uncovered by the Postal Inspection Service in which fraudsters masquerading as USPS employees were phoning residents and requesting birth dates and Social Security numbers as requirements for package delivery ([Link](#), 10/31).

The Corporate Information Security Officer offers these tips on spotting bogus emails:

- The text contains poor grammar or spelling errors.
- The text states immediate action must be taken or customer could face dire consequences.
- The email requests personal information under the guise of re-confirming information.
- The text from an "automated message system" states "Click on this link for details."

Customers with questions about a delivery by the Postal Service should call 800-ASK-USPS.